Benefits from a New Management Information System

The new Management Information System (MIS) being implemented in San Diego County Mental Health Services will support mental health system transformation by making available a single integrated system for clinical practice management, managed care and an Electronic Health Record (EHR). The selected Anasazi software application will support the increased requirements of Mental Health Services Act (MHSA) program management, and will improve compliance with State and federal regulations. Planning and system development can benefit from greatly improved data. It is estimated that one-time costs for the new MIS system will be between $8 and $9 million, and that once fully implemented, recurring annual costs will be $2 million.

Quality Clinical Care
- Greater consistency in service planning and interventions
- Improved coordination of care through on-line real time sharing of treatment information among service providers
- Improved access to appointments resulting in earlier assessments and treatment
- Access through the internet permitting clinicians to use the application to support clinical decision making in clients homes and other locations where services are provided
- Facilitated care coordination among client, family and multiple providers through single integrated client plan

Promoting Rehabilitation and Recovery Principles and Practices and Evidence-Based Practices
- Opportunity to improve quality of care by standardizing administrative and clinical processes consistent with evidenced-based and other proven practices
- Children's System of Care and Adult Rehabilitation and Recovery principles embedded in the EHR so that assessments and treatment planning will be aligned with those philosophies
- Includes foundation for later development of a personal health record that will give clients and families access to health information to support self care, recovery and personal health management

Operational Efficiencies
- Time and resource management through ticklers and alerts, online appointment scheduling, legible records, better, faster access to records, including real time updating of records from the field
- Immediate availability of Access and Crisis Line information to service providers

Data Gathering and Reporting/Performance Monitoring
- Application will facilitate enhanced outcome measurement at the client, program and system levels resulting in greater accountability
- System will support enhanced quality oversight through sophisticated built-in quality and compliance controls
- Application will facilitate meeting stringent reporting and performance requirements of MHSA programs

Promoting Full Compliance with State and Federal Regulations
- Has built-in controls for accurate Medi-Cal, Medicare and Third-Party Billing
- Compliant with HIPAA regulations and better management of patient privacy
- Addresses federal and State requirements for implementation of an EHR

Technical Efficiencies
- Replaces a multiple-application inefficient client data and billing system using very old character-based software, which is very cumbersome to use and runs on antiquated hardware that is increasingly difficult to maintain, with a single application system that is modern, user-friendly windows-based, and runs on modern hardware that will be accessible through the internet
- Includes funding in the MIS Project Plan to assist County and contract programs to obtain equipment and internet service needed for direct service staff to access the EHR